

COMMONWEALTH OF KENTUCKY
BEFORE THE UTILITY REGULATORY COMMISSION

* * * * *

In the Matter of

THE COMPLAINT OF THE WEST KENTUCKY)
LAND & CATTLE COMPANY, INC. AGAINST) CASE NO. 7846
SOUTH CENTRAL BELL TELEPHONE COMPANY)

O R D E R

On February 14, 1980 the Commission received a letter from W. B. Shouse, D.V.M., Manager, West Kentucky Land & Cattle Company (Appendix "A") concerning problems with telephone service provided by South Central Bell Telephone Company (Company).

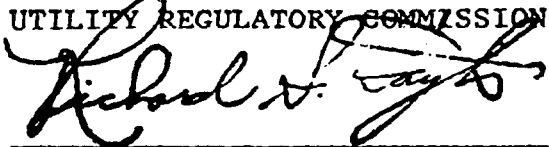
On March 18, 1980 the Commission received a letter from the Company (Appendix "B") discussing the difficulties and corrective measures taken.

On April 23, 1980 the Commission received a letter from Mr. Shouse (Appendix "C") wherein he states that the service problems persist and requests a hearing.

The Commission having considered the correspondence and being advised, on its own Motion, ORDERS That this matter be and it hereby is set for hearing on May 15, 1980 at 1:30 p.m., Eastern Daylight Time, in the Commission's offices at Frankfort, Kentucky.

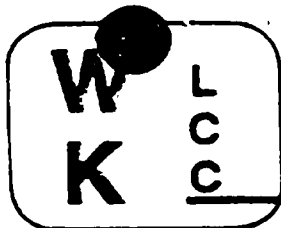
IT IS FURTHER ORDERED That South Central Bell Telephone Company shall appear at the scheduled hearing and present testimony relative to this matter.

Done at Frankfort, Kentucky, this 28th day of April, 1980.

UTILITY REGULATORY COMMISSION

For the Commission

ATTEST:

Secretary



APPENDIX "A"

West Kentucky Land & Cattle Co., Inc.

CHARLES E. BAIRD
President

JOE L. BAIRD
Vice President

R. L. BAIRD
Vice President

MILTON S. PULLEN, JR.
Secretary-Treasurer

W. B. SHOUSE, D.V.M.
Manager

JAMES E. VAUGHAN
Assistant Manager

W. E. MAYS
Sales Manager

ROY D. ALEXANDER, JR.
Salesman

TOM ADAMS
Western Field Rep.
Clarendon, Texas

February 14, 1980

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FEB 19 1980

UTILITY REGULATORY COMM.
DIVISION OF ENGINEERING

Utility Commission
P. O. Box 615
ATTN: Wayne Bates
Frankfort, KY 40602

Dear Mr. Bates:

On two occasions within the past year, I have been in contact with this commission regarding the telephone service to West Kentucky Land & Cattle Company. There have been very few days and far fewer weeks in which we have not had a reportable problem with the telephone service.

I do not want to appear as a chronic complainer; however, this company is TOTALLY dependent on the telephone system and cannot function without its continuous operation. Even though attempts have been made to correct the problems, the problem continues to exist and has certainly cost this company an undetermined amount of money.

Therefore, I request a hearing with the Public Service Commission at your earliest convenience.

Furthermore, this company is suspending all direct payments to the South Central Bell system until this problem is corrected permanently. All payments will be held in escrow at the Peoples Bank in Marion, Kentucky until reasonable service and operation is achieved.

Sincerely,


W. B. SHOUSE, D.V.M.
Manager

jr

APPENDIX "B"

RECEIVED

MAR 18 1980

UTILITY REGULATORY COMM.
DIVISION OF ENGINEERING

M. F. Sermersheim
Assistant Vice President—Public Affairs

Cattle Company, Inc.



South Central Bell

P. O. Box 32410
Louisville, Kentucky 40232
Phone (502) 582-8702

March 12, 1980

Mr. Wayne Bates, Chief
Communications Section
Utility Regulatory Commission
P. O. Box 615
Frankfort, Kentucky 40602

Dear Mr. Bates:

Attached is a discussion of the problems we have experienced over the last six months with the Paducah-Marion toll cable. The West Kentucky Land and Cattle Company's WATS is provided through this cable.

Hopefully, the routing changes and new facilities we have added will help alleviate further outages. Of course, as I mentioned in my previous correspondence, we cannot guarantee that someone or something won't damage the cable in the future.

If I can provide further information, please let me know.

Yours very truly,

Assistant Vice President

Attachment

Item 1.

The submarine portion of the Marion-Paducah Toll Cable went out of service on December 17, 1978 at 8:30 A.M. Toll repair attempted to locate the trouble source and repair it. The trouble turned out to be a hole in the cable approximately 300 feet from the last aerial span toward the river. This location was in the river. The river was out of its bank in a flooded condition at this time.

An investigation by Ron Coburn, District Manager - Construction and Maintenance, Mike Ezell, Manager - Maintenance, Roy Williams, Manager - Central Office Operations, Bill Oliver, Foreman - Toll and Herman Barlow, Engineering, revealed that it would be very costly and time consuming to attempt repairs to the submarine cable. It was decided in the interest of time that a temporary reroute along the U.S. 60, 62 and 68 bridge over the Clark's River would be made by attaching to the steel bridge and utilizing existing aerial and buried exchange cable. In this manner service could be restored much sooner. Herman Barlow talked to Mr. Bob Hodges, District Engineer, Department of Transportation, and requested permission to place the temporary cable along highway rights-of-way and on the bridge. Mr. Hodges agreed and permission was granted. New cable was located and construction and maintenance started placing cable at approximately 8:00 P.M. on December 17, 1978 completing the placement of the temporary cable and cutover on December 18, 1978. Job Order KC85-729 was prepared on December 18, 1978. This completed the temporization and restored service.

Due to the increase of large river traffic and the area's use as a staging area, a decision was made to eliminate the submarine crossing. The Marion-Paducah Toll Cable was to be rerouted around the U.S. Highways 60, 62 and 68 following the general path utilized by the temporary cable.

Permits were prepared on January 29, 1979 for this permanent relocation after considerable verbal discussion with the Department of Transportation. These permits were approved on January 30, 1979.

It was necessary to determine how the cable could be attached to the bridges in a safe and permanent manner. To accomplish this construction and engineering plus a local contractor met at the site and determined how the work could be performed.

One of the contractors working in this area informed us he thought he had a rig that could be used in placing the cable, but would not be in the area until the last of March or first of April due to the weather

conditions. He was contacted the first of April and we were informed he was not interested. We then contacted a local contractor who met with construction and engineering at the bridge site and advised us how he could do the work or help us do the work.

The estimate was then submitted for approval on April 30, 1979 and approved on May 9, 1979. A copy of the construction drawings was sent to Construction and the cable was ordered May 16, 1979. Poles were placed by contract forces on July 27, 1979, strand was placed on August 8, 1979. Cable was received on August 23, 1979 and aerial cable placed from August 29 through September 12, 1979. Buried cable was placed by our Master Contractor from September 19 through October 5, 1979.

From the completion date of the buried portion through the first of December, negotiations were held with representatives of the Kentucky Department of Transportation and a bridge contractor (Crawford Construction Company). These negotiations centered upon the location of temporary facilities to clear the construction limits of bridge renovation work on the Clark's River Bridge. A preconstruction meeting was held with the Highway Department and their contractor on December 6, 1979 for the purpose of rebuilding the steel bridge over the Clark's River. The temporary cable was attached to this bridge. Because of the reach of the boom on the contractor's crane that he was to utilize in rebuilding the bridge, a portion of the temporary cable had to be relocated. This additional temporary cable was placed in the median between the east and west lanes of traffic (Job Order 085-0034).

The carrier cabinet proposed on the original estimate was found to be defective on January 11, 1980 and another one had to be ordered. The new carrier cabinet was received January 18, 1980. Splicing is to complete on the carrier systems March 7, 1980. Circumstances surrounding this condition resulted in four isolations.

Item 2.

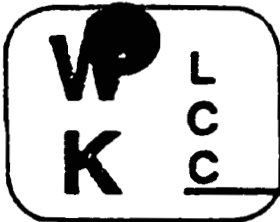
In addition to Item 1 above, the cable has been cut four times by outside contract forces at various points along the route. In order to eliminate these occurrences, a complete review of the route was made and additional buried cable markers are now being placed. This will alert future excavators to the fact the facilities are located in the area.

Item 3.

One additional isolation was caused by power influence upon the carrier systems. This occurred when a Power Company capacitor bank failed to operate.

Item 4.

One isolation was caused by lightning damage to a repeater location.



APPENDIX "C"

West Kentucky Land & Cattle Co., Inc.

April 22, 1980

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APR 23 1980

UTILITY REGULATORY COMMISSION
DIVISION OF ENGINEERING

CHARLES E. BAIRD
President

JOE L. BAIRD
Vice President

R. L. BAIRD
Vice President

MILTON S. PULLEN, JR.
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W. B. SHOUSE, D.V.M.
Manager

JAMES E. VAUGHAN
Assistant Manager

W. E. MAYS
Sales Manager

ROY D. ALEXANDER, JR.
Salesman

TOM ADAMS
Western Field Rep.
Clerndon, Texas

King, Deep & Branaman
P. O. Box 43
ATTN: John Hoffman
Henderson, Kentucky 42420

Dear John:

It was good talking with you last Saturday about West Kentucky's problem with the phone service. I am sure that I owe you an apology and want to make an apology for my language and agitated behavior.


I have been in touch with South Central Bell on numerous occasions within the past 15 months concerning the interruption of service. I am sure that you are aware of this company's total dependence on the telephone service and these repeated interruptions have cost this company an undetermined amount of money in real dollars and a much larger amount in unrealized profits.

I think that something must be done in order to maintain service and following this determination, I must ask you to initiate the following two procedures:

1. Request an immediate hearing with the Public Service Commission at their convenience concerning this matter.
2. Initiate whatever procedures necessary in order to recover some of the losses suffered by this company due to telephone system failure.

I assume that you will move on these matters immediately.

Sincerely,


W. B. SHOUSE, D.V.M.
Manager

jr

cc: South Central Bell
M. S. Sermersheim
Bill Lawson

Utility Commission
Wayne Bates

State Senator
Wendell Ford

State Representative
Carrol Hubbard